

Training Module 2

Identification & Counseling

Stages of Change

- The transition process is driven by each person's motivation and self-confidence for making a major life change by moving from institutional living to his/her home community.
- A framework for supporting the consumer is suggested by Prochaska, J. O, et.al. in *Stages of Change and Decisional Balance*. These stages of making change set the framework:
 - **Pre-Contemplation**
 - **Contemplation**
 - **Preparation**
 - **Action**
 - **Maintenance**

Prochaska, J. O., Velicer, W. F., Rossi, J. S., Goldstein, M. G., Marcus, B. H., Rakowski, W., Fiore, C., Harlow, L. L., Redding, C. A., Rosenbloom, D., & Rossi, S. R. (1994). for twelve problem behaviors. *Health Psychology*, 13, 39-46.

Communication Techniques

What is Motivational Interviewing (MI)?

- **Motivational Interviewing** is a method that works on facilitating and engaging intrinsic **motivation** within the client/consumer in order to change behavior. MI is a goal-oriented, client-centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence.

<https://www.youtube.com/watch?v=s3MCJZ7OGRk>

An Introduction to Motivational Interviewing: Bill Matulich

Communication Techniques (continued)

Active Listening & Roadblocks to Communication

Active Listening Skills

- Restating
- Summarizing
- Minimal encouragers
- Reflecting
- Giving feedback
- Emotion labeling

Communication Techniques (continued)

Active Listening & Roadblocks to Communication

Communication Blockers

- These roadblocks to communication can stop communication dead in its tracks
 - “Why” questions
 - Quick reassurance
 - “Don’t worry about that”
 - Advising
 - “I think the best thing for you is to move to assisted living”



<Source: Excerpted and adapted from Lee Scheingold, “Active Listening,” McKesson Health Solutions LLC, 2003.>

Communication Techniques (continued)

Active Listening & Roadblocks to Communication

Communication Blockers (continued)

- Digging for information
 - Forcing someone to discuss something they don't want to
- Patronizing
 - “You poor thing, I know just how you feel.”
- Preaching
 - “You should (or shouldn't)...”
- Interrupting



Person-Centered Planning

- The PCP approach identifies the **person's strengths, goals, preferences, needs (medical and HCBS), and desired outcomes.**
- The role of transition coordinator in the PCP process is to enable and assist people to identify and access a unique mix of paid and unpaid services to meet their needs, and provide support during planning.
- The person's goals and preferences in areas such as recreation, transportation, friendships, therapies, home, employment, family relationships, and treatments are **part of a written plan** that is consistent with the person's needs and desires.

Person-Centered Planning (continued)

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Face-to-Face training available to CCT Lead Organizations

The two day face-to-face training covers detailed information on motivational interviewing, person-centered planning, communication techniques and other skills important to transition.

Contact: Ed.Ahern@aging.ca.gov for more information

Dignity of Risk

“**Dignity of Risk**” refers to the consumer’s right to make an informed choice to experience life and take advantage of opportunities for learning, developing competencies and independence and, in doing so, take a calculated risk.

The concept means that all adults have the right to make their own choices about their health and care, even if health care professionals believe these choices endanger the person’s health or longevity.*

Dignity of Risk (continued)

Respect the Dignity of Risk

- Every person needs enough control within their lives to choose what they value and reject what they do not
- Health care professionals may try to move away from this when patients are elderly or have disabilities
- Follow-up and treatment plans must respect what is important to the person